



South Carolina Department of Insurance

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MEMORANDUM

To: All Licensed Insurers in the State of South Carolina

From: Office of Individual licensing and Education
South Carolina Department of Insurance

Subject: Producer Licensing - Online Appointment Renewal 2006

Date: May 1, 2006

The purpose of this Memorandum is to alert insurers of the South Carolina Department of Insurance's producer appointment renewal process that begins on **September 1, 2006**. In accordance with South Carolina Code §38-43-106 the appointment of any producer may not be renewed unless the producer has completed the mandated continuing insurance education requirements for the 2004-2006 two-year accreditation period. Each insurer is responsible, biennially for furnishing to the department certification that its producers meet the continuing insurance education requirements. It is the responsibility of the insurer to check the names and lines of authority on the renewal. By signing the renewal invoice, the insurer is certifying to the Department that the insurer has checked the producer names and lines of authority on the appointment renewal and the insurer has checked the continuing education status of all appointed producers. Individuals who have not completed their continuing education requirements by **August 30, 2006** will not be included on the insurer's appointment renewal. In order to ensure a successful online renewal, users must have readily available the following information: User ID, password, if electronic payment is being used as payment for the renewal, the check's routing and account number, and a daytime telephone number. Paper checks will also be accepted as a payment option. The Department is working on having credit card payment as another option for payment of renewals. Please continue to check our website for more information on this payment option. If the insurer does not have a user ID and/or password, please contact the Department's Information Resource Management Division at irmmail@doi.sc.gov, before proceeding further. If insurers need help with renewals, please refer to the demonstration link option on the ONLINE SERVICES screen. This demonstration will provide a screen shot of each page for completing renewals.

As a reminder, the producer renewal process will be completed online via a link on the Department's home page entitled "**2006 PRODUCER APPOINTMENT RENEWALS**" (<http://www.doi.sc.gov>). Once this link is clicked, the user will be taken to the "COMPANY LOGIN" page. Once successfully logged in, the welcome screen will reflect, "**LOGIN SUCCESSFUL**." On this screen, click the "**RENEW APPOINTED PRODUCER**" link. Once clicked, the "**TERM OF USE**" screen will appear. After reading the terms of use, the user must click on the "**I AGREE**" button and he or she will be directed to the "**RENEW APPOINTED PRODUCER**" screen. Once on this screen, the user will be able to view the number of producers of each type appointed by the company according to SCDI's records. Once on the "**RENEW APPOINTED PRODUCER**" page, the user may choose from two options, either to "**PRINT INVOICE**" or "**VIEW/CANCEL PRODUCER**." At this point, the user should click the "**PRINT INVOICE**" button if they intend to renew all appointments without change. However, if the user chooses to view the producer list or cancel a respective producer the user must choose the "**VIEW/CANCEL PRODUCERS**" button and will be directed to a new screen.

In order to cancel a producer, the user must check the box next to the right of the producer's name marked "**CANCEL**." The user may periodically save changes by choosing the "**SAVE**" button. Choosing the "**CLEAR**" button will clear the check marks made in the "**CANCEL**" column. Once all desired cancellations are checked, the user may save the final changes and close the window by choosing the "**SAVE AND CLOSE WINDOW**" button. The user will then be returned to the "**RENEW APPOINTED PRODUCER**" screen. At this time, the totals in the "**AFTER CANCELLATIONS**" columns will be updated to reflect any saved changes made by the user. If satisfied with producers to be renewed, the insurer should print a list of producers that are being renewed. The insurer must also print the renewal invoice via the "**PRINT INVOICE**" button. A new window containing a copy of the company's producer renewal invoice appears. The invoice will reflect the amount owed. Next, the user should click the "**COMPLETE**" button. Once the "**COMPLETE**" button is clicked, the user

will be redirected to the "SUBMIT PAYMENT" screen. Insurers paying the invoice electronically will be able to complete the renewal online with an electronic payment by entering the respective insurer's check routing and account number, daytime telephone number and clicking the "SUBMIT" button, once the "SUBMIT" button is clicked, the status of the renewal will be set to "COMPLETED" and a confirmation page will appear. At the bottom of the screen, click the "AUTHORIZE" button. Insurers paying the appointment renewal with a paper check will not be able to proceed any further than the "SUBMIT PAYMENT" screen. **Insurers paying by paper check will be required to submit a copy of the signed renewal invoice with a check made payable to the South Carolina Department. Insurers should use the canceled check as confirmation that the renewal payment has been received.**

CHRONOLOGY OF RENEWAL INSTRUCTIONS

- July 15, 2006** Thomson Prometric will notify licensed insurers of the continuing education (CE) status of their appointed producers. After receiving this notice, insurers are required to notify each producer of their CE status.
- July 31, 2006** Renewal cut off. Any producer appointed after July 31, 2006 will not be required to have an appointment renewed.
- August 1, 2006** Final Continuing Education status updated on Department's system.
- August 28, 2006** INSURERS WILL NOT BE ABLE TO TERMINATE/CANCEL APPOINTMENTS THROUGH THE NATIONAL INSURANCE PRODUCER REGISTRY (NIPR) DURING THE RENEWAL PERIOD.
- INSURERS WILL TERMINATE APPOINTMENTS ONLINE ON RENEWAL.
- ONLY NEW APPOINTMENTS MAY BE PROCESSED THROUGH NIPR.
- INSURERS WITH NO APPOINTED PRODUCERS ARE EXEMPTED FROM THESE RENEWAL REQUIREMENTS.
- August 31, 2006** South Carolina Department of Insurance prepares renewal (any producer with an N.Q. status will not be included in the renewal).
- September 1, 2006** Insurers may begin renewing appointments online. In accordance with South Carolina Code §38-43-106 (D), the appointment of any producer may not be renewed unless the producer has completed the mandated continuing insurance requirements during the previous two-year accreditation period. Each insurer is responsible, biennially for furnishing to the department certification that its producers meet the continuing insurance education requirements. This certification is made by signing the renewal notice invoice. When the insurer representative signs the renewal invoice, the insurer is certifying to the Department that the producer names and lines of authority on the appointment renewal memorandum are correct and that the individuals on the renewal have met their continuing education requirements.
- September 30, 2006** Producer appointment renewal process ends.
- October 1, 2006** Producer Appointments that are not renewed will be canceled.
- November 1, 2006** Continuing Education late compliance ends. All producers with an N.Q. status will automatically have their producer license and appointment(s) canceled. **Any insurer conducting business with a canceled producer involved in the sale, solicitation, negotiation or renewal of an insurance contract on or after October 1, 2006, may be fined by the Department up to \$15,000.**
- November 1, 2006** Continuing Education late compliance ends. Any producer not in compliance with the laws regulating continuing education **by 5:00 p.m., November 1, 2006** will have their license canceled. To regain licensing status, the producer must retake the producer licensing examination; submit a completed application and a license fee of \$20.

Insurer questions regarding user ID must be e-mailed to irmmail@doi.sc.gov.

Producer renewal questions must be directed to the Individual Licensing and Education Division at 803-737-6095, 803-737-6193 or agntmail@doi.sc.gov.

The following initials mean:

- Q.F. – Qualified (**Licensing status active**)
- Q.E. – Qualified with an Extension (**Licensing status active**)
- N.Q. – Not Qualified (**Licensing status inactive**)